

EXAMINATION ANNOUNCEMENT
INSURANCE CLAIMS SPECIALIST
OPEN – CONTINUOUS



CALIFORNIA STATE DEPARTMENT OF
Insurance

SALARY RANGE: \$5,448 - \$6,622

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION AGE OR SEXUAL ORIENTATION

How to Apply	<div>FINAL FILING DATE: CONTINUOUS</div> <div>DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD</div> <div>Send application to: Department of Insurance 300 Capitol Mall, 13th Floor Sacramento, CA 95814 Attention: Tiffany Chew</div> <div>Application (form STD678) will be <i>CONTINUOUSLY ACCEPTED</i>, no final filing date. Application must have an original signature. If you have a disability and need special testing arrangements, mark the appropriate box on the application. You will be contacted to make specific arrangements.</div>	
Requirements for Admittance to the Examination	<div>All applicants must meet the experience and educational requirements for this examination.</div> <div>MINIMUM QUALIFICATIONS</div> <div>EXPERIENCE: Five years of recent experience in claims analyses work, two years of which must have been in a capacity with responsibilities for overall reserve adequacy, with an insurance company or government agency involved in claims handling.</div> <div>And</div> <div>EDUCATION: Equivalent to graduation from college with specialization in business administration or a closely related field.</div>	
Position Description	<div>Performs highly skilled evaluations of claim files for review of insurance company claims reserving adequacy and statutory compliance at remote insurance company claims offices; performs evaluations of insurance company claims controls and operating procedures; plans and directs the work of Department of Insurance staff involved in the review of claims files; provides technical support to Department of Insurance staff on changes in claims settlement laws; provides support to Department of Insurance actuaries in conducting their reserve analysis; and assists in training of Department of Insurance staff in claims review. Positions are located in Los Angeles, San Francisco or Sacramento.</div>	
Examination Information	<div>QUALIFICATIONS APPRAISAL INTERVIEW - WEIGHTED 100%</div> <div>This examination will consist of a qualification appraisal interview weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview. Candidates should list all experience on the application (form STD 678) relevant to this examination.</div> <div>NOTE: If conditions warrant, this examination may utilize an evaluation of each candidate's experience and education as compared to a standard developed from the class specification. For this reason, it is especially important that each candidate take special care in accurately and completely filling out their application. List all experience relevant to the "Requirements for Admittance to the Examination" shown on this announcement. Supplemental information will be accepted, but read the "Requirements for Admittance to the Examination" carefully to see what kind of information will be useful to the staff doing the evaluation.</div>	
Examination Scope	<div>In addition to evaluating the competitor’s relative abilities as demonstrated by quality and breadth of experience, emphasis in the examination will be on measuring competitively, relative to job demands, each competitor’s:</div> <div><div><div>Knowledge of:</div><div><div>1. General accounting and auditing principles and procedures.</div><div>2. Financial examining practices and procedures as used in insurance examining.</div><div>3. Insurance claims practices and procedures.</div><div>4. Current reserve requirements based on current economic conditions and claims practices.</div><div>5. Patterns and trends of awards paid as a result of litigation.</div><div>6. Provisions of the law governing insurance companies, related legal opinions and court decisions and departmental policies, rules and regulations.</div><div>7. Organization and operations of the Department of Insurance with a particular reference to the insurance examining program.</div><div>8. Principles and techniques of organization, management and business law.</div><div>9. Principles of public administration, organization and management.</div><div>10. Technical report writing.</div><div>11. Statistical methods.</div></div></div><div><div>Ability to:</div><div><div>1. Train and organize staff engaged in the review of claims practices and determination of reserves.</div><div>2. Apply general accounting and auditing principles and procedures and financial examining practices and procedures.</div><div>3. Apply provisions of the law governing insurance companies, related legal opinions and court decisions, and departmental policies, rules and regulations.</div><div>4. Analyze data and draw sound conclusions.</div><div>5. Analyze situations accurately and adopt an effective course of action.</div><div>6. Prepare clear, complete, and concise reports.</div><div>7. Establish and maintain cooperative relations with those contacted in the work.</div><div>8. Speak and write effectively.</div></div></div></div>	

**Eligible List
Information**

An eligible list will be established for the Department of Insurance. *Candidates may only be tested once in a 12 month period.* Names of successful competitors will be merged into the list in order of final scores, regardless of test date. Eligibility expires 12 months after it is established.

Career Credits will not be granted in this examination.

Veteran's preference points will not be granted in this examination.

INSURANCE CLAIMS SPECIALIST**FINAL FILING DATE: CONTINUOUS****GENERAL INFORMATION**

It is the candidate's responsibility to contact the California Department of Insurance, Human Resources Management, Sacramento (916) 492-3311 three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the California Department of Insurance, Human Resources Management, Sacramento (916) 492-3311 three weeks after the final filing date if he/she has not received a progress notice

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the California Department of Insurance offices, State Personnel Board offices, and local offices of the Employment Development Department and on the Internet at <http://exams.spb.ca.gov/capprd.htm>.

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The California Department of Insurance reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: (1) subdivisional promotional, (2) departmental promotional, (3) multi-departmental promotional, (4) servicewide promotional, (5) departmental open, (6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

Promotional Examinations only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Informational Counter of State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidates is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Veterans' Preference: California law allows granting of veterans preference points in open entrance examinations and open non-promotional examinations. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans; 15 points for disabled veterans. Credit in open, non-promotional examinations is granted as follows: 5 points for veterans; and 10 points for disabled veterans. Directions for applying for veterans' preference points are on the Veteran Preference Application form (Form 1093) which is available from State Personnel Board Offices, written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001.

California Relay (Telephone) Service for the Deaf or Hearing impaired:
From TDD phones: 1-800-735-2929, from voice phones: 1-800-735-2922

Department of Insurance
Human Resources Management Division
300 Capitol Mall, 13th Floor
Sacramento, CA 95814
(916) 492-3393

RELEASE DATE: 03/17/06
SO/TC